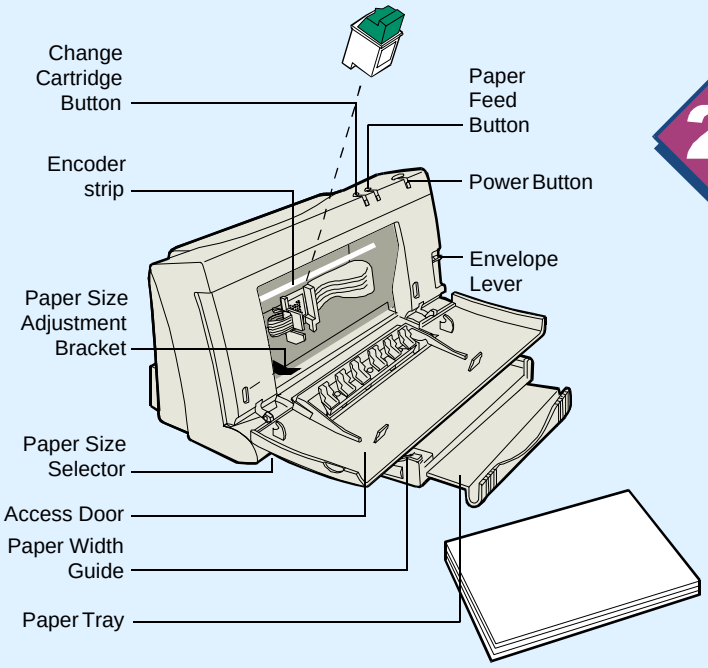
The HP DeskJet Quick Checkup

for the following printers:
HP DeskJet 400 Series
HP DeskJet 200

1 Check the Print Cartridges

- ☑ Plug in the printer.
- ☑ Turn on the printer.
- ☑ Lower input tray and open access door.
- ☑ Press the "Change Cartridge" button and the cartridge mounted carriage will move to the center.
- ☑ Remove print cartridge to confirm it is not a refilled cartridge, it has ink and is of correct type.
- ☑ Verify all tape has been removed from the print cartridge and its nozzles free of dried ink.



2 Check the Printer

- ☑ Turn off the printer.
- ☑ Unplug the power cord from the printer.
- ☑ Remove paper from input tray.
- ☑ If encoder strip (behind top shaft that carriage top rides on) has debris (oil, or paper fiber) on it, wipe it off.
- ☑ Look for paper jam. Clear paper jam if needed.
- ☑ Verify the paper size selector can move the paper size adjustment bracket back and forth sideways.
- ☑ For paper jam, feed, or pick complaints:
  - If paper size adjustment bracket is not made of black plastic, send printer to repair.
  - If bracket is made of plastic and printer serial number is lower than SG67xxxxxx, send printer to repair.

3 Check the Self-Test Print Out

- ☑ Ensure the printer stands on a level surface (this is crucial for proper functioning of printer's out-of-paper sensor).
- ☑ Load no more than 0.2 inch (5mm) stack but no less than ten sheets of media in input tray correctly.
- ☑ Set paper size selector, paper width guide, paper tray, and envelope selector to appropriate media size.
- ☑ Install print cartridge.
- ☑ Close access door.
- ☑ Confirm printer power is off.
- ☑ Hold paper feed button down while press and release power button.
- ☑ Check the self test print out for good print quality.

If you successfully printed a self-test page with good print quality, the printer is OK. If not, the easy steps listed on the back often solve the problem.

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The HP DeskJet Quick Checkup 4 MORE HELP

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Paper Jam, Pick, or Feed Problem?

No paper feed from input tray	Ensure media stack is no thicker than 0.2 inch (5 mm). Load input tray with no less than ten sheets of paper to test paper path. Drag caused by an improperly set paper width guide can cause this problem.
Feeds multiple sheets.	Ensure media is not stuck together and meets the user manual specifications. Ensure stack is of proper thickness and that it contains the same type, size, and weight of media.

Poor Print Quality

Printout has fine ink streaks.	Check print cartridges for ink and debris. Clean nozzles using a rubber swab moistened with distilled water.
Printout appears jagged.	Verify letter quality mode (or presentation mode in Windows) rather tha normal or draft mode is selected.
Printout faint or fuzzy.	Perform print cartridge cleaning routine by holding change cartridge button down while press and release power button. Perform a self test printout afterward to verify if print quality improves.

Printer Does Not Print?

Printer has no power.	Ensure power module is properly connected to the printer and an active power source. Turn the power button on and off twice. If the printer still fails to receive power, try another power module.
The change cartridge light blinks.	Ensure carriage cradle and the cartridge locking spring have no broken parts. Confirm print cartridge is properly installed in the carriage cradle and that no attempt is being made to print a color document with a black print cartridge.
All three lights are blinking at the same time.	Turn printer off and then on. If lights still blink, press and hold down paper feed button to see if blinking lights change to certain steady error pattern.
Change cartridge light or change cartridge and power light on steady.	Carriage stalls. Turn printer off, open access door to visually check for physical obstruction. Remove obstruction if needed. Turn printer on to see if it exits carriage stall. Note: Do not attempt to free carriage by force if it is stuck atop the service station.
Paper light on steady.	Make sure there is no media remnants in the paper path and make sure the printer is sitting on a level surface.